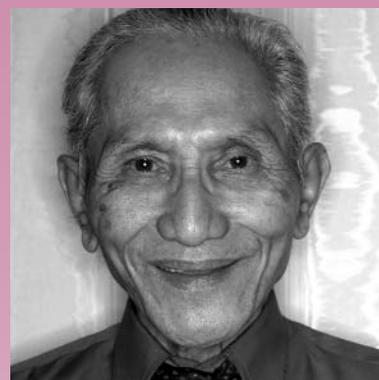
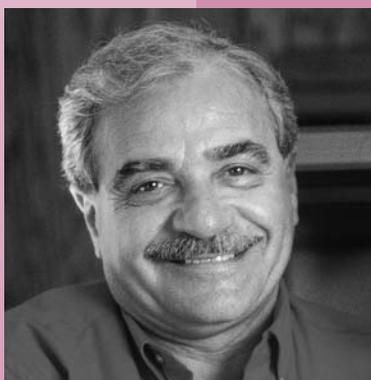




Medicare and Other Health Benefits: Your Guide to Who Pays First



This official government booklet tells you:

- How Medicare works with other types of insurance or coverage,
- Who should pay your bills first, and
- Where to get more help.

Welcome to

Medicare and Other Health Benefits: Your Guide to Who Pays First!

How This Guide Can Help You

This Guide explains how Medicare works with other kinds of insurance or coverage, and who should pay your bills first. Some people who have Medicare have other insurance or coverage that must pay before Medicare pays its share of your bill. You may have more than one type of insurance or coverage that will pay before Medicare. This applies no matter how you get your Medicare benefits: through the Original Medicare Plan, or a Medicare Advantage (formerly Medicare + Choice) Plan. Tell your doctor, hospital, and all other health providers about your other insurance or coverage. This is important to make sure that your bills are sent to the right payer to avoid delays.



“I used this Guide when I needed to know who paid first for my health care.”

How To Use This Guide

This Guide has six sections. Each section is marked at the top of each page. The first section is a quick look at the Medicare program (see pages 1–4). The second section has basic information on who pays first in situations where you have Medicare and other insurance or coverage (see pages 5–8). The third section gives more detail on how Medicare works with other insurance or coverage (see pages 9–28). In this section, you will find important information about how Medicare works with a specific type of insurance or coverage. The fourth section includes definitions of important words (see pages 29–32). If you need more information, use the list of phone numbers in the fifth section (see pages 33–36). Use the index in the sixth section to look up a specific topic (see pages 37–38).

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Medicare and Other Health Benefits: Your Guide to Who Pays First isn’t a legal document. The official Medicare program provisions are contained in the relevant laws, regulations, and rulings.

The information in this Guide was correct when it was printed. Changes may occur after printing. For the most up-to-date version, look at www.medicare.gov on the web. Select “Publications.” Or, call 1-800-MEDICARE (1-800-633-4227). A Customer Service Representative can tell you if the information has been updated. TTY users should call 1-877-486-2048.



**“We keep this booklet
on our shelf so we
know where to find it
if we have a question.”**

Section 1: A Quick Look at Medicare



What is Medicare?

Medicare is a health insurance program for:

- People age 65 or older.
- People under age 65 with certain disabilities.
- People of all ages with **End-Stage Renal Disease** (permanent kidney failure requiring dialysis or a kidney transplant).

Medicare has

- **Medicare Part A**, Hospital Insurance, see page 2.
Most people don't have to pay for Part A.
- **Medicare Part B**, Medical Insurance, see pages 2–4.
Most people pay monthly for Part B.

Medicare Health Plan Choices

Depending on where you live, you may be able to get your health care in several ways. Medicare offers the following types of Medicare health plans:

The Original Medicare Plan - The **Original Medicare Plan** is a “fee-for-service” plan. This means you are usually charged a fee for each health care service or supply you get. This plan, managed by the Federal Government, is available nationwide. You will stay in the Original Medicare Plan unless you choose to join a Medicare Advantage Plan.

Words in red are defined on pages 29–32.

Section 1: A Quick Look at Medicare

Medicare Health Plan Choices (continued)

Medicare Advantage Plans - Medicare Advantage is the new name for Medicare + Choice. These plans provide care under contract to Medicare. There are several types of **Medicare Advantage Plans**. They are available in many parts of the country.

Medicare Advantage Plans include

- Medicare Managed Care Plans
- Medicare Preferred Provider Organization (PPO) Plans
- Medicare Private Fee-for-Service Plans
- Medicare Specialty Plans

Medicare Part A

Medicare Part A - Hospital Insurance, helps pay for inpatient care in hospitals, critical access hospitals, and skilled nursing facilities (not non-skilled or long-term care). It also covers hospice care and some home health care. You must meet certain conditions. To learn more about these conditions, you can call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Cost: Most people don't have to pay a monthly payment, called a **premium**, for **Medicare Part A**. This is because they or a spouse paid Medicare taxes while they were working.

Medicare Part B

Medicare Part B - Medical Insurance, helps pay for doctors' services and outpatient hospital care. It also covers some other medical services that Medicare Part A doesn't cover, such as some of the services of physical and occupational therapists and some home health care. **Medicare Part B** helps pay for these covered services and supplies when they are medically necessary.

Cost: You pay the Medicare Part B premium of \$66.60 per month in 2004. This amount will change January 1, 2005. Premiums can change every year. In some cases, this amount may be higher if you didn't sign up for Medicare Part B when you first became eligible.

Words in red are defined on pages 29–32.

Section 1: A Quick Look at Medicare

How do I enroll in Medicare Part B?

Enrolling in Medicare Part B is your choice. If you already get Social Security or Railroad Retirement benefits, you are automatically enrolled in Medicare Part B starting the first day of the month you turn age 65.

If you choose to enroll in Medicare Part B, the **premium** is usually taken out of your monthly Social Security, Railroad Retirement, or Office of Personnel Management Retirement payment. In these cases, you **won't** get a bill for your premium. If you don't get any of these payments, Medicare sends you a bill for your Medicare Part B premium every three months.

There are three times when you can sign up for Medicare Part B:

1. Initial Enrollment Period
2. General Enrollment Period
3. Special Enrollment Period

It's important to learn about these enrollment periods because they could affect your Medicare Part B monthly premium. For more information about enrolling in Medicare, get a copy of *Enrolling in Medicare* (CMS Pub. No. 11036) by looking at www.medicare.gov on the web. Select "Publications." Or, call 1-800-MEDICARE (1-800-633-4227).

Important: Although the eligibility age to get full Social Security or Railroad Retirement benefits now depends on the year you were born, it doesn't affect the Medicare eligibility age (age 65). The eligibility age to get Medicare **isn't** changing.

Section 1: A Quick Look at Medicare

Medicare Part B and Group Health Plan Coverage

If you have **Medicare Part B** and then drop it because you, your spouse, or a family member is working and have group health plan coverage through the employer or union, you can sign up for Medicare Part B again during a Special Enrollment Period. It's important to make sure that your group health plan coverage is in effect before you drop Medicare Part B. In this case, the cost of Medicare Part B won't go up when you get it again. Remember, when you drop Medicare Part B, your coverage ends the last day of the next month. Also, if you drop Medicare Part B after age 65, you won't get another **Medigap** open enrollment period when you restart Medicare Part B.

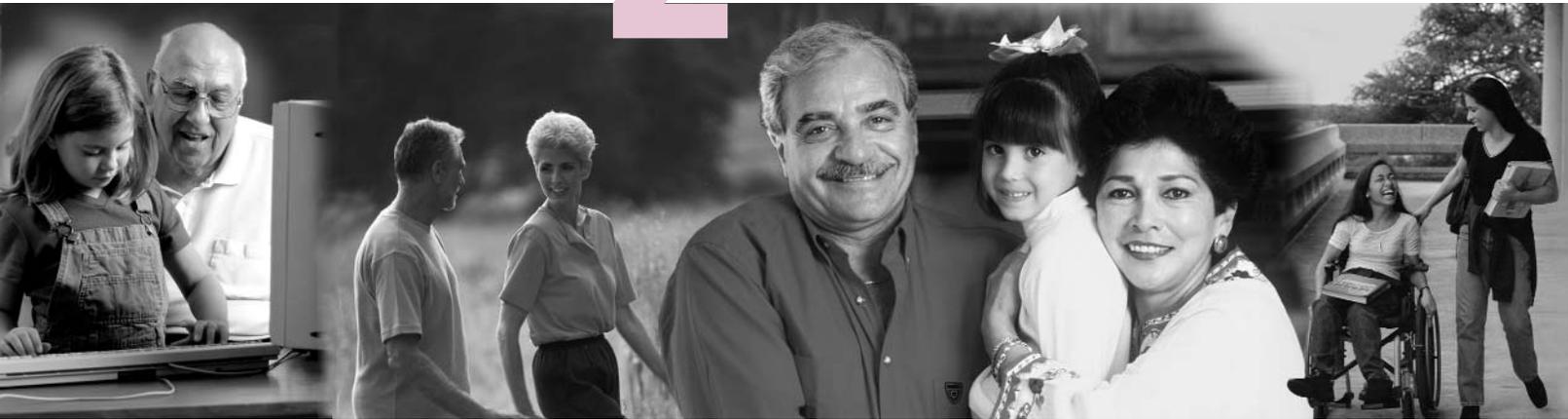
For more information about **group health plan** coverage, see pages 10–12.

Need More Information?

For more information about signing up for **Medicare Part A** and **Part B**, call the Social Security Administration at 1-800-772-1213. TTY users should call 1-800-325-0778. If you get benefits from the Railroad Retirement Board (RRB), call your local RRB office or 1-800-808-0772. You can also get a free copy of *Enrolling in Medicare* (CMS Pub No. 11036) by looking at www.medicare.gov on the web. Select "Publications." Or, call 1-800-MEDICARE (1-800-633-4227).

**Words in
red are
defined
on pages
29–32.**

Section 2: Basic Information



A Quick Look: Know Who Pays First If You Have Other Health Insurance or Coverage

If you have **Medicare** and other health insurance or coverage, be sure to tell your doctor and other **providers**. This will help them send your bills to the correct payer to avoid delays. Whether Medicare pays first or second depends on a number of things. You should consider those listed in the chart below and on page 6 to help find who pays first. However, this chart doesn't cover every situation. If you have questions about who pays first or if your insurance changes, call the **Medicare Coordination of Benefits Contractor** at 1-800-999-1118. TTY users should call 1-800-318-8782.

If you....	Condition	Pays first	Pays second	See page(s)
Are age 65 or older and covered by a group health plan because you are working or are covered by a group health plan of a working spouse of any age	Entitled to Medicare The employer has 20 or more employees	Group Health Plan	Medicare	10
	The employer has less than 20 employees*	Medicare	Group Health Plan	11
Have an employer group health plan after you retire and are age 65 or older	Entitled to Medicare	Medicare	Retiree Coverage	12–13
Are disabled and covered by a large group health plan from your work, or from a family member who is working	Entitled to Medicare The employer has 100 or more employees	Large Group Health Plan	Medicare	13–14
	The employer has less than 100 employees**	Medicare	Group Health Plan	13

* (or, if it is part of a **multi-employer plan** where one employer has 20 or more employees, if the plan has requested an exemption that is approved by Medicare)

** (and isn't part of a multi-employer plan where any employer has 100 or more employees)

Section 2: Basic Information

If you....	Condition	Pays first	Pays second	See page(s)
Have End-Stage Renal Disease (permanent kidney failure) and group health plan coverage (including a retirement plan)	First 30 months of eligibility or entitlement to Medicare	Group Health Plan	Medicare	14
	After 30 months	Medicare	Group Health Plan	14
Have End-Stage Renal Disease (permanent kidney failure) and COBRA coverage	First 30 months of eligibility or entitlement to Medicare	COBRA	Medicare	25–28
	After 30 months	Medicare	COBRA	14
Have been in an accident where no-fault or liability insurance is involved	Entitled to Medicare	No-fault or Liability insurance, for related services to accident claim	Medicare	15–17
Are covered under workers' compensation because of a job-related illness or injury	Entitled to Medicare	Workers' compensation, for workers' compensation claim related services	Usually doesn't apply. However, Medicare may make a conditional payment .	17–21
Are a Veteran and have Veterans' benefits	Entitled to Medicare and Veterans' benefits	Medicare pays for Medicare-covered services Veterans' Affairs pays for VA authorized services Note: Generally, Medicare and VA can't pay for the same service.	Usually doesn't apply.	21–23
Are covered under TRICARE	Entitled to Medicare and TRICARE	Medicare pays for Medicare-covered services TRICARE pays for services from a military hospital or any other federal provider.	TRICARE may pay second.	23–24
Have black lung disease and covered under the Federal Black Lung Program	Entitled to Medicare and Federal Black Lung Program	Federal Black Lung Program, for black lung related services	Medicare	24–25
Are age 65 or over OR disabled and covered by Medicare and COBRA coverage	Entitled to Medicare	Medicare	COBRA	25–28

Section 2: Basic Information

General Medicare and Other Insurance or Coverage Information

I'm not yet 65. How will Medicare know that I have other insurance or coverage?

Medicare doesn't automatically know if you have other insurance or coverage. Medicare sends you a questionnaire called the Initial Enrollment Questionnaire about three months before you are entitled to Medicare. This questionnaire will ask you if you have group health insurance through your work or that of a family member and if you plan to keep it. Your answers to this questionnaire are used to help Medicare set up your file, and make sure that your **claims** are paid by the right insurance.



Example

Harry is almost 65 and is getting ready to retire and enroll in Medicare. Harry's wife, Jane, is 63, and works for a large company. Both Harry and Jane have health insurance coverage through Jane's employer's group health plan. When Harry gets the Initial Enrollment Questionnaire in the mail from Medicare, he fills it out and reports that he has insurance through his wife's employment. This insurance is Harry's primary (first) payer. In this situation, Medicare will pay claims second.

What happens if my health insurance or coverage changes after I fill out the Initial Enrollment Questionnaire?

If your health insurance or coverage changes, you will need to:

- Call the **Medicare Coordination of Benefits Contractor** at 1-800-999-1118 with your changes. TTY users should call 1-800-318-8782.
- Give the Medicare Coordination of Benefits Contractor the name and address of your health plan, your policy number, the date coverage changed or stopped, and why.
- Tell your doctor and other **providers** about the change in your insurance or coverage when you get care.

Words in red are defined on pages 29–32.

Section 2: Basic Information

General Medicare and Other Insurance or Coverage Information (continued)

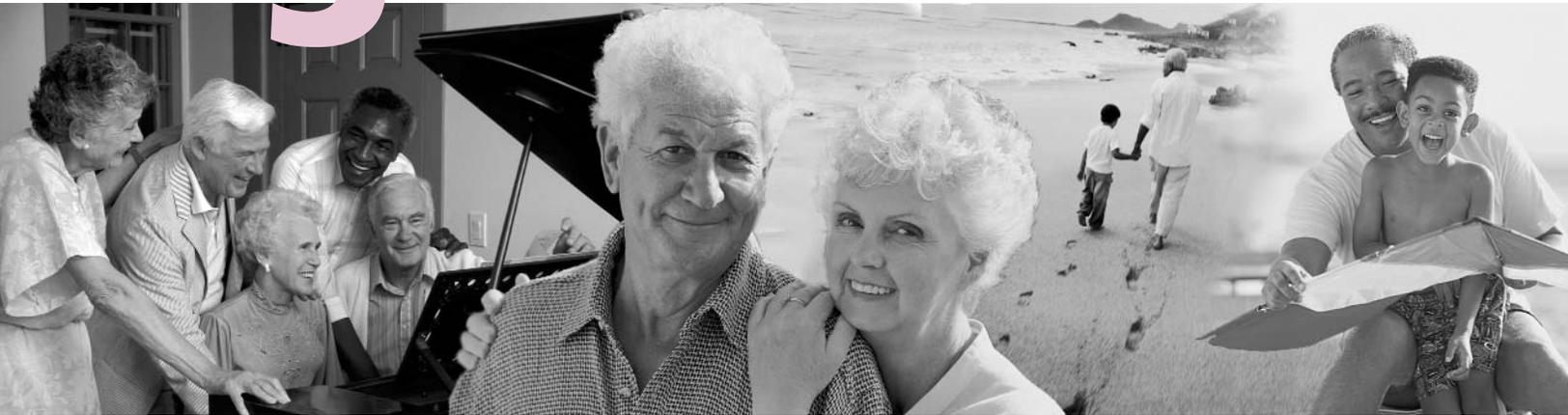
What if I have more than one type of insurance or coverage, as well as Medicare?

You may have more than one type of insurance or coverage that will pay before, or along with, Medicare. If you have a question about who should pay, or who should pay first, check your insurance policy or coverage. It may include a coordination of benefits clause. You should call the [Medicare Coordination of Benefits Contractor](#) at 1-800-999-1118 with questions about Medicare, who pays first, or how your insurance coverage works with Medicare.

Whom can I call if I have a general question about who pays first?

You should call the benefits administrator at your health insurance plan. Or, you can call the Medicare Coordination of Benefits Contractor at 1-800-999-1118. TTY users should call 1-800-318-8782.

Section 3: Medicare and Other Types of Insurance or Coverage



This section has more detailed information about the different types of insurance or coverage that you might have, and how these types of insurance or coverage work with Medicare.

Section 3 includes:

Medicare and Group Health Plan Coverage . . . 10–12

Medicare and Group Health Plan Coverage
After You Retire 12–13

Medicare and Group Health Plan Coverage for
People Who are Disabled 13–14

Medicare and Group Health Plan Coverage for
People with ESRD 14

Medicare and No-fault or Liability Insurance . 15–17

Medicare and Workers' Compensation 17–21

Medicare and Veterans' Benefits 21–23

Medicare and TRICARE 23–24

Medicare and the Federal Black Lung Program . 24–25

Medicare and COBRA 25–28

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Group Health Plan Coverage

When you turn 65, there are a number of important insurance decisions you must make, like whether to enroll in **Medicare Part B**, buy a **Medigap** policy, and/or keep employer or retiree coverage. To make sure you understand how to avoid paying more for Medicare Part B and other insurance, as well as get the coverage that is best for you, call 1-800-MEDICARE (1-800-633-4227). Ask for a free copy of *Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare* (CMS Pub. No. 02110). TTY users should call 1-877-486-2048. Or, you can look at www.medicare.gov on the web. Select “Publications.” You can also call your **State Health Insurance Assistance Program** (see pages 34–36).

What is group health plan coverage?

Group health plan coverage is coverage offered by many employers and unions for current employees or retirees. You may also get group health plan coverage through a spouse or family member’s employer.

If you can get Medicare and you are offered coverage under a group health plan, you can choose to accept or reject the plan. The group health plan may be a fee-for-service plan or a managed care plan, like an HMO or PPO.

I have Medicare and group health plan coverage. Who pays first?

Generally, if you are age 65 or older and covered by a **group health plan** because of your **current** employment or the **current** employment of a spouse of any age, Medicare is the **secondary payer** if the employer has 20 or more employees, and covers any of the same services as Medicare. This means that the group health plan is the **primary payer** (see example below). The group health plan pays first on your hospital and medical bills. If the group health plan didn’t pay all of your bill, the doctor or other provider should send the bill to Medicare for secondary payment. Medicare will review what your group health plan paid for Medicare-covered health care services, and pay any additional Medicare-approved amounts. You will have to pay the costs of services that Medicare or the group health plan doesn’t cover.

Words in red are defined on pages 29–32.



Example

Marge is 72 years old and works full time for the ABC Company with 75 employees. She has group health plan coverage through her employer. Therefore, her group health plan will be the primary payer and Medicare will be the secondary payer.

Section 3: Medicare and Other Types of Insurance or Coverage

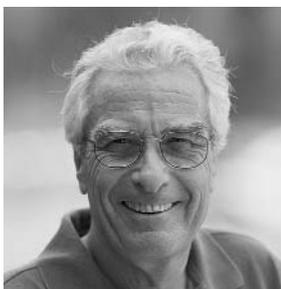
Medicare and Group Health Plan Coverage (continued)

I work for a small company and have Medicare. Who pays first?

If your employer has fewer than 20 employees, Medicare is generally the **primary payer**. But, if your employer is part of a **multi-employer plan** and if any of the employers have 20 or more employees, the plan must file a request for exemption. Medicare must approve this exemption before Medicare can be your primary payer.

I decided not to take group health plan coverage from my employer. Who is my primary payer?

If you don't take group health plan coverage from your employer and you don't have coverage through an employed spouse, then Medicare will be your primary payer (see example below). Medicare will pay its share for any Medicare-covered health care service you get.



Example

John is 67 years old and works full time for DEK Company. He decided not to take his employer's group health plan. Therefore, Medicare is the primary payer.

I decided not to take group health plan coverage from my employer. What type of health insurance can my employer offer?

If you don't take group health plan coverage from your employer, then your employer can offer you a plan that will pay for services Medicare doesn't cover such as hearing aids, routine dental care, and routine physical check-ups. However, the employer can't offer you a plan that pays supplemental benefits for Medicare-covered services or pays for these benefits in any other way.

What happens if I drop my employer-based coverage?

Medicare is your primary payer unless you have employer-based coverage through an employed spouse.

Note: If you don't take or drop your employer-based group health coverage, you may not be able to get it or get it back. You may also be denied coverage after you retire, if you or your spouse's employer offers this type of coverage, because you weren't enrolled in the plan while you or your spouse were working. Call your benefits administrator for more information before you make a decision.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Group Health Plan Coverage (continued)

What health benefits must my employer provide if I am age 65 or older and still working?

Generally, employers with 20 or more employees must offer the same health benefits, under the same conditions, to current employees age 65 and older as they offer to younger employees. If the employer offers coverage to spouses, they must offer the same coverage to spouses age 65 and older that they offer to spouses under age 65.

Medicare and Group Health Plan Coverage After You Retire

How does my group health plan coverage work after I retire?

Group health plan coverage after you retire (known as Retiree Coverage) provided by your or your spouse's former employer or union isn't a **Medigap** policy. However, like a Medigap policy, it usually offers benefits that fill in some of Medicare's gaps in coverage and sometimes includes extra benefits, like extra days in the hospital. Retiree coverage might not pay your medical costs during any period in which you were eligible for Medicare but didn't sign up for it. Find out if your employer coverage can be continued after you retire. Check the price and the benefits, including coverage for your spouse. Make sure you know what effect your continued coverage as a retiree will have on both your and your spouse's insurance coverage. Retiree coverage provided by your employer or union may have limits on how much it will pay. It may also provide "stop loss" coverage, or a limit on your out-of-pocket costs. When you become eligible for Medicare, you may need to enroll in both Medicare Part A and Part B to receive full benefits from your retiree coverage.

Words in red are defined on pages 29–32.

If you aren't sure how your retiree coverage works with Medicare, get a copy of your plan's benefits booklet, or look at the summary plan description provided by your employer or union. You can also call your benefits administrator and ask how the plan pays when you have Medicare.

Note: Generally, when you have retiree coverage from an employer or union, they control this insurance. They may change the benefits or the **premiums** and can also cancel the insurance if they choose.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Group Health Plan Coverage After You Retire (continued)

I'm retired and have Medicare. I also have group health plan coverage from my former employer. Who pays first?

Generally, Medicare will pay first for your health care bills and your group health plan (retiree) coverage will pay second.

What happens if I have group health plan coverage after I retire and my former employer goes bankrupt?

If your former employer goes bankrupt, you may be protected under Federal COBRA rules. These rules require any other company within the same corporate organization that still offers a **group health plan** to its employees to offer you COBRA continuation coverage through that plan (see pages 25–28).

Medicare and Group Health Plan Coverage for People Who are Disabled

I'm under 65, disabled and have Medicare and group health plan coverage based on current employment. Who pays first?

It depends. Generally, if your employer has less than 100 employees, Medicare is the **primary payer** if

- You are under age 65, and
- Have Medicare because of a disability.

If the employer has 100 employees or more, the health plan is called a **large group health plan**. If you are covered by a large group health plan because of your current employment or the current employment of a family member, Medicare is the secondary payer (see example on page 14).

Sometimes employers with fewer than 100 employees join other employers in a **multi-employer plan**. If at least one employer in the multi-employer plan has 100 employees or more, then Medicare is the **secondary payer** for disabled people with Medicare who are enrolled in the plan, including those covered by small employers. Some large group health plans let others join the plan, such as a self-employed person, a business associate of an employer, or a family member of one of these people. A large group health plan can't treat any of its plan members differently because they are disabled and have Medicare.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Group Health Plan Coverage for People Who are Disabled (continued)



Example

Mary works full-time for XYZ Company, which has 120 employees. She has large group health plan coverage for herself and her husband. Her husband has Medicare because of a disability. Therefore, Mary's group health plan coverage pays first for Mary's husband, and Medicare is his secondary payer.

Medicare and Group Health Plan Coverage for People with End-Stage Renal Disease (ESRD) (permanent kidney failure)

I have ESRD and group health plan coverage. Who pays first?

If you are eligible to enroll in Medicare because of **End-Stage Renal Disease**, your **group health plan** will pay first on your hospital and medical bills for 30 months, whether or not you are enrolled in Medicare and have a Medicare card. During this time, Medicare is the **secondary payer**. The group health plan pays first during this period no matter how many employees work for your employer, or whether you or a family member are currently employed. At the end of the 30 months, Medicare becomes the **primary payer**. This rule applies to most people with ESRD, whether you have your own group health plan coverage or you are covered as a family member.



Example

Bill has Medicare coverage because of permanent kidney failure. He also has group health plan coverage through his company. Bill's group health coverage will be the primary payer for the first 30 months after he becomes eligible for Medicare. After 30 months, Medicare becomes the primary payer.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and No-fault or Liability Insurance

Medicare is the secondary payer when **no-fault insurance** or **liability insurance** is available as the **primary payer**.

What is no-fault insurance?

No-fault insurance is insurance that pays for health care services resulting from injury to you or damage to your property regardless of who is at fault for causing the accident.

Words in red are defined on pages 29–32.

Some types of no-fault insurance include, but aren't limited to

- Automobile insurance
- Homeowners' insurance
- Commercial insurance plans

What is liability insurance?

Liability insurance is coverage that protects against claims for negligence, inappropriate action, or inaction which results in injury to someone or damage to property.

Liability insurance includes, but isn't limited to

- Homeowners' liability insurance
- Automobile liability insurance
- Product liability insurance
- Malpractice liability insurance
- Uninsured motorist liability insurance
- Underinsured motorist liability insurance



Example

Nancy, 68 years old, falls while visiting her daughter's house and injures herself. While at the hospital emergency room, Nancy is asked whether her daughter has homeowner's insurance. Since she does, the hospital will supply Medicare with the information that another insurer (in this case, homeowner's liability insurance) may pay first.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and No-fault or Liability Insurance (continued)

If I expect to get money from no-fault or liability insurance, and I also have Medicare, which one should pay first?

No-fault or liability insurance should be the primary payer. If doctors or other **providers** decide that the services you got can be paid for by a no-fault or liability insurance company, they must try to get payments from the insurance company before billing Medicare. However, this may take a long time. If the insurance company doesn't pay the **claim** within 120 days, your doctor or other provider may bill Medicare. Medicare may make a **conditional payment** to pay the bill.

What is a conditional payment?

A conditional payment is a payment that Medicare makes for services for which another payer is responsible. This conditional payment is made so you won't have to use your own money to pay the bill. The payment is "conditional" because it must be repaid to Medicare when a settlement is reached.

Note: If Medicare makes a conditional payment, and later you get a settlement from an insurance company, Medicare will recover the conditional payment from your settlement, judgment, or award. You are responsible for making sure that Medicare gets repaid for the conditional payment.

Example

Joan is driving her car when someone in another car hits her. Joan has to go to the hospital. The hospital tries to bill the other driver's liability insurer. The insurance company disputes who was at fault, and won't pay the claim right away. The hospital bills Medicare, and Medicare makes a conditional payment to the hospital for health care services that Joan received. Later, when a settlement is reached with the liability insurer, Joan must make sure that Medicare gets its money back for the conditional payment.



Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and No-fault or Liability Insurance (continued)

How does Medicare get its money back for the conditional payment?

If Medicare makes a conditional payment, then you or your attorney should call the **Medicare Coordination of Benefits Contractor** (COBC) at 1-800-999-1118 as soon as your no-fault or liability claim is filed. The COBC will assign a Medicare contractor to work on your case. This contractor will use the information that you gave to the COBC to start gathering information about any conditional payments Medicare made which relate to your pending settlement, judgment, or award. Once a settlement, judgment, or award is final, you or your attorney should call the Medicare contractor assigned to your case. This contractor will get the final repayment amount (if any) on your case, and issue a demand letter requesting repayment.

Who pays if the no-fault or liability insurance doesn't pay, or denies my medical bill?

In this case, Medicare will pay first. However, Medicare will only pay for Medicare-covered services. You will be responsible for your share of the bill, and bills for services that Medicare doesn't cover.

Who should I call if I have questions?

If you have questions about a no-fault or liability insurance claim, call the insurance company. If you have questions about who pays first, call the **Medicare Coordination of Benefits Contractor** at 1-800-999-1118. TTY users should call 1-800-318-8782.

Medicare and Workers' Compensation

What is workers' compensation?

Workers' compensation is insurance that employers are required to have to cover employees who get sick or injured on the job. Most employees are covered under workers' compensation plans. If you don't know whether you are covered, ask your employer.

Words in red are defined on pages 29–32.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Workers' Compensation (continued)

I have Medicare and filed a workers' compensation claim.

Who pays first?

If you think you have a work-related illness or injury, you have to tell your employer, and file a workers' compensation claim.

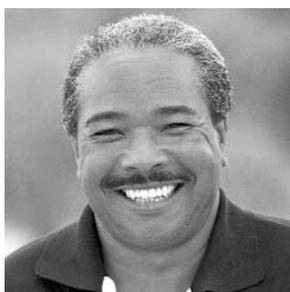
You also need to call the **Medicare Coordination of Benefits Contractor** at 1-800-999-1118 as soon as you file your workers' compensation claim. TTY users should call 1-800-318-8782.

Workers' compensation pays first on the bills for health care items or services you got because of your work-related illness or injury. There can be a delay between when a bill is filed for the work-related illness or injury and when the state workers' compensation insurance decides if they should pay the bill. Medicare can't pay for items or services that workers' compensation will pay for within 120 days. If workers' compensation doesn't pay your bill within 120 days, Medicare may then make a **conditional payment**.

What is a conditional payment?

A **conditional payment** is a payment that Medicare makes for services for which another payer is responsible. This conditional payment is made so you won't have to use your own money to pay the bill. The payment is "conditional" because it must be repaid to Medicare when a workers' compensation settlement is reached.

Note: If Medicare makes a conditional payment, and later you get a settlement from the workers' compensation agency, Medicare will recover the conditional payment from your settlement, judgment, or award. You are responsible for making sure that Medicare gets repaid for the conditional payment.



Example

Tom was injured at work. He filed a claim for workers' compensation insurance and his doctor billed the state workers' compensation insurance for payment. After 120 days passed, and the state workers' compensation insurance didn't pay the bill, Tom's doctor billed Medicare and sent a copy of the workers' compensation claim with the claim for Medicare payment. Medicare can make a conditional payment to the doctor for the health care services that Tom received. Later, when a settlement is reached with the state workers' compensation agency, Tom must make sure that Medicare gets its money back for the conditional payment.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Workers' Compensation (continued)

How does Medicare get its money back for the conditional payment?

If Medicare makes a conditional payment, then you or your attorney should call the **Medicare Coordination of Benefits Contractor (COBC)** at 1-800-999-1118 as soon as your workers' compensation claim is filed. The COBC will assign a Medicare contractor to work on your case. This contractor will use the information that you gave to the COBC to start gathering information about any conditional payments Medicare made which relate to your pending settlement, judgment, or award. Once a settlement, judgment, or award is final, you or your attorney should call the Medicare contractor assigned to your case. This contractor will get the final repayment amount (if any) on your case, and issue a demand letter requesting repayment.

What if I want to settle my workers' compensation claim?

As part of settling your workers' compensation claim, Medicare's interest must be considered. This means, if your proposed settlement includes funds for any future medical expenses, then you or your attorney should send your proposed settlement to the Medicare Coordination of Benefits Contractor.

Here are several ways that you can contact the Medicare Coordination of Benefits Contractor:

- CMS
c/o Coordination of Benefits Contractor
P.O. Box 660
New York, NY 10274-0660
Attention: WCMSA Proposal
- Call the COBC at 1-800-999-1188

You can also get more information about the requirements that are needed to send your proposed settlement at www.cms.hhs.gov/medicare/cob/PDF/wcchecklist.pdf on the web.

The information listed above is about settling your workers' compensation claim. To learn about Medicare set-aside arrangements, see page 20.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Workers' Compensation (continued)

I received a lump sum of money as part of my workers' compensation settlement. How can I use the money that was specifically set-aside for Medicare if I manage (self-administer) my Medicare set-aside arrangement?

If you received a lump sum of money as part of your workers' compensation settlement, then you must be careful how you spend the money that was specifically set-aside for Medicare. The money that was placed in your Medicare set-aside arrangement is to pay for future medical expenses related to your work injury or illness that would have otherwise been covered (payable) by Medicare. This means you can't use the Medicare set-aside arrangement to pay for any work injury or illness services that Medicare doesn't cover (for example, dental services). If you aren't sure what type of services Medicare covers, then you should call your Medicare Carrier for more information before you use any of the money that was placed in your Medicare set-aside arrangement. To get the telephone number for your Medicare Carrier, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

You created this set-aside arrangement because you agreed to get all of your money at one time, instead of getting ongoing medical coverage from your workers' compensation carrier. Since you are self-administering your Medicare set-aside arrangement, Medicare won't pay for any workers' compensation medical expenses until after you have used all of your set-aside money appropriately.

Be sure to keep records of your workers' compensation medical expenses. These records show what services you received and how much money you spent on your work injury or illness. You will need these records in the future to prove that you used your set-aside money to pay your workers' compensation medical expenses. After you use all of your set-aside money appropriately, Medicare can start paying for Medicare-covered (payable) services related to your work injury or illness.

Remember, as part of settling your workers' compensation claim, Medicare's interests must be considered (see page 19).

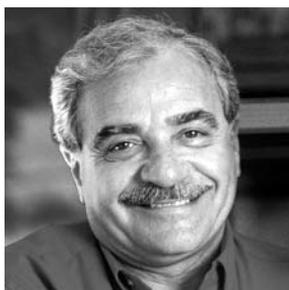
Note: Workers' compensation claims can be resolved by settlements, judgments, or awards. The information listed here only applies to Medicare set-aside arrangements.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Workers' Compensation (continued)

What if workers' compensation denies payment?

If payment is denied by the state workers' compensation insurance, Medicare will only pay for Medicare-covered items and services.



Example

Mike was injured at work. He filed a claim for workers' compensation. The workers' compensation agency denied payment for Mike's medical bills. Mike's doctor billed Medicare and sent a copy of the workers' compensation denial with the claim for Medicare payment. Medicare will pay Mike's doctor for the Medicare-covered items and services Mike received as part of his treatment. Mike will have to pay for anything Medicare doesn't cover.

Can workers' compensation decide not to pay my entire bill?

In some cases, workers' compensation insurance may not pay your entire bill. If you have a **pre-existing condition** that gets worse because of your job, your entire bill may not be paid. In this case, a pre-existing condition is any health problem that you had before you started your job. For example, you may have a disc problem in your back that gets worse because of your job. In this case, workers' compensation insurance may agree to pay only a part of your doctor or hospital bills. You and workers' compensation insurance may agree to share the cost of your bill. If the treatment for your pre-existing condition is covered by Medicare, Medicare may pay its share for part of the doctor or hospital bills that workers' compensation doesn't cover.

Medicare and Veterans' Benefits

I have Medicare and Veterans' benefits. Who pays first?

If you have or can get both Medicare and Veterans' benefits, you can get treatment under either program. When you get health care, you must choose which benefits you are going to use. You must make this choice each time you see a doctor or get health care, like in a hospital. Medicare can't pay for the same service that was covered by Veterans' benefits, and your Veterans' benefits can't pay for the same service that was covered by Medicare. You don't always have to go to a Department of Veterans' Affairs (VA) hospital or to a doctor who works with the VA for the VA to pay for the service. To get services under VA, you must go to a VA facility or have the VA authorize services in a non-VA facility.

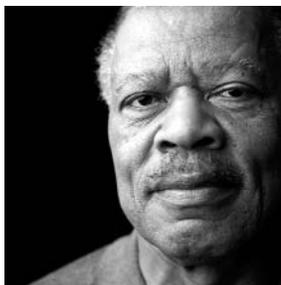
Words in red are defined on pages 29–32.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Veterans' Benefits (continued)

Are there any situations when both Medicare and VA can pay?

Yes. If the VA authorizes services in a non-VA hospital, but doesn't pay for all of the services you get during your hospital stay, then Medicare may pay for the Medicare-covered part of the services that the VA doesn't pay for.



Example

Bob, a veteran, goes to a non-VA hospital for a service that is authorized by the VA. While at the non-VA hospital, Bob gets other non-VA authorized services that the VA refuses to pay for. Some of these services are Medicare-covered services. Medicare may pay for some of the non-VA authorized services that Bob received. Bob will have to pay for services that aren't covered by Medicare or the VA.

Can Medicare help pay my VA copayment?

Sometimes. The VA charges a **copayment** to some veterans. The copayment is your share of the cost of your treatment, and is based on income. Medicare may be able to pay all or part of your copayment if you are billed for VA-authorized care by a doctor or hospital who isn't part of the VA.

I have a VA fee basis identification (ID) card. Who pays first?

The VA gives "fee basis ID cards" to certain veterans. You may be given a fee basis ID card if

- You have a service-connected disability,
- You will need medical services for an extended period of time, or
- There are no VA hospitals in your area.

Words in red are defined on pages 29–32.

If you have a fee basis ID card, you may choose any doctor who is listed on your card to treat you for the condition.

If the doctor accepts you as a patient and bills the VA for services, the doctor must accept the VA's payment as payment in full. The doctor may not bill either you or Medicare for these services.

If your doctor doesn't accept the fee basis ID card, you will need to file a claim with the VA yourself. The VA will pay the approved amount to either you or your doctor.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and Veterans' Benefits (continued)

Need More Information?

You can get more information on Veterans' benefits by calling your local VA office, or the national VA information number at 1-800-827-1000. Or, you can look at www.va.gov on the web.

Medicare and TRICARE

What is TRICARE?

TRICARE is a health care program for active duty and retired uniformed services members and their families. TRICARE includes the following:

- TRICARE Prime,
- TRICARE Extra,
- TRICARE Standard, and
- TRICARE for Life (TFL).

What is TRICARE for Life?

TRICARE for Life (TFL) was created to provide expanded medical coverage to Medicare-eligible uniformed services retirees age 65 or older, their eligible family members and survivors, and certain former spouses. To get TFL benefits, you **must** have Medicare Part A and Part B.

Can I have both Medicare and TRICARE?

Certain groups of people can have both Medicare and TRICARE. They are:

- Dependents of active duty service members who are entitled to Medicare for any reason,
- People under age 65 who are entitled to Medicare Part A because of a disability or **End-Stage Renal Disease (ESRD)** **and** enrolled in Medicare Part B, or
- People age 65 or older who are entitled to Medicare Part A **and** are enrolled in Medicare Part B.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and TRICARE (continued)

Who pays first, Medicare or TRICARE?

In general, Medicare pays first for Medicare-covered services. TRICARE will pay the Medicare deductible and coinsurance amounts, and for any service covered by Medicare that TRICARE covers. You will have to pay the costs of services that Medicare or TRICARE doesn't cover.

Who pays if I get services from a military hospital?

If you get services from a military hospital or any other federal provider, TRICARE will pay the bills. Medicare doesn't usually pay for services you get from a federal provider or other federal agency.

Need More Information?

You can get more information on TRICARE by calling the health benefits advisor at a military hospital or clinic. You can also call 1-800-538-9552. Or, look at www.TRICARE.osd.mil on the web.

Medicare and the Federal Black Lung Program

I have Medicare and coverage under the Federal Black Lung Program. Who pays first?

Health care for black lung disease is covered under workers' compensation. For all other health care not related to black lung, your bills should be sent directly to Medicare. Medicare won't pay for doctor or hospital services that are covered under the Federal Black Lung Program. Your doctor or other **provider** should send all bills for the diagnosis or treatment of black lung to the following address:

**Federal Black Lung Program
P.O. Box 828
Lanham-Seabrook, MD 20703-0828**

If the Federal Black Lung Program won't pay your bill, your doctor or other provider can send the bill to Medicare. Your doctor or other provider should send your bill and a copy of the letter from the Federal Black Lung Program that says why they won't pay your bill.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and the Federal Black Lung Program (continued)

Who should I call if I have questions?

If you have questions about the Federal Black Lung Program, call 1-800-638-7072. If you have questions about who pays first, call the **Medicare Coordination of Benefits Contractor** at 1-800-999-1118. TTY users should call 1-800-318-8782.

Medicare and COBRA (The Consolidated Omnibus Budget Reconciliation Act of 1985)

What is COBRA?

COBRA is a law that may let you keep your employer group health plan coverage for a limited period of time after your employment ends or after you lose coverage as a dependent of the covered employee. This is called “continuation coverage.”

Generally, you may have this right if you lose your job, have your working hours reduced, leave your job voluntarily, or your employer goes bankrupt. You may also have this right if you are covered under your spouse’s plan and your spouse dies or you get divorced.

COBRA generally lets you and your dependents keep the group health plan coverage for 18 months (or 36 months or sometimes even for a lifetime if you are a retiree and your former employer goes bankrupt as discussed on page 27). You usually have to pay both your share and the employer’s share of the **premium**, plus an administrative fee.

This law only applies to employers with 20 or more employees. Some state laws require employers with less than 20 employees to let you keep your group health coverage for a period of time. In most situations that give you COBRA rights, other than a divorce, you should get a notice from your employer’s benefits administrator. If you don’t get a notice, or if you get divorced, you should call the employer’s benefits administrator as soon as possible.

For more information about COBRA, you can look at the Department of Labor’s website at www.dol.gov on the web. Or, call 1-866-487-2365. TTY users should call 1-877-889-5627.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and COBRA (The Consolidated Omnibus Budget Reconciliation Act of 1985) (continued)

What happens if I have COBRA and enroll in Medicare?

If you already have continuation coverage under COBRA when you enroll in Medicare, your COBRA coverage may end. This is because the employer has the option of canceling the continuation coverage at this time. The length of time your spouse may get coverage under COBRA may change when you enroll in Medicare.

What happens if I am in Medicare and choose to get COBRA coverage?

If you choose COBRA coverage after you enroll in Medicare, you can keep your continuation coverage. If you have only Medicare Part A when your group health plan coverage ends (based on **current** employment), you can enroll in Medicare Part B during a Special Enrollment Period (SEP) without having to pay a higher Medicare Part B premium. This means you will have to sign up for Medicare Part B within eight months after your group health coverage ends or when the employment ends, whichever is first.

If you don't sign up for Medicare Part B during the eight-month period (SEP) or when your employment ends or you lose coverage, you will only be able to sign up during the General Enrollment Period and the cost of Medicare Part B may go up.

Note: Before you elect COBRA coverage, it may be helpful to talk with your [State Health Insurance Assistance Program](#) (see pages 34–36).

If you are covered under COBRA, your employer group health plan may require you to sign up for Medicare Part B. In that case, the best time to sign up for Medicare Part B is **before** your employment ends or you lose coverage. If you wait to sign up for Medicare Part B during the last part of your SEP (the eight months **after** your employment or coverage ends), your employer could make you pay for services that Medicare would have paid for if you had signed up earlier.

State law may give you the right to continue your coverage under COBRA beyond the point COBRA coverage would ordinarily end. Your rights will depend on what is allowed under the state law.

Remember, once you are age 65 or older and you enroll in Medicare Part B, the [Medigap](#) open enrollment period starts and can't be changed.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and COBRA (continued)

What happens if I have group health plan coverage after I retire and my former employer goes bankrupt?

In this situation you may be able to get “COBRA-for-life.” This means you can keep COBRA for the rest of your life or the rest of the company’s life, whichever lasts longer. Like any other employer plan, benefits under the plan can change and the cost of the coverage can go up in the future.

The notice you get from your former employer may only tell you about your COBRA options. However, because you are losing all coverage under your former employer’s plan that supplemented your Medicare benefits, you now also have the choice of buying a **Medigap policy**. Under Federal law, you have a **guaranteed issue right** to buy certain Medigap policies.

Important: There are certain timeframes that you must know about COBRA and Medigap policies when your employer goes bankrupt. The COBRA election period is 60 days after the later of the date coverage is lost due to a COBRA qualifying event or the date of the notice of the right to elect COBRA coverage. You also have a 63-day Medigap guaranteed issue period to buy a Medigap policy. The 63-day guaranteed issue period generally begins when you receive a notice that coverage will be terminated and ends 63 days after the notice. If you don’t receive a notice, the guaranteed issue period begins when you receive notice that a claim has been denied and ends 63 days after such notice. The Medigap guaranteed issue timeframe may be different depending on the law in your state. In most cases, the COBRA timeframe and the Medigap guaranteed issue timeframe will overlap. To learn how these timeframes will affect you, call your **State Health Insurance Assistance Program** (see pages 34–36).

Words in red are defined on pages 29–32.

For more information about Medigap policies and your Medigap rights and protections, you can call your State Health Insurance Assistance Program (see pages 34–36). You can also get a free copy of *Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare* (CMS Pub. No. 02110). You can look at www.medicare.gov on the web. Select “Publications.” Or, you can call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Section 3: Medicare and Other Types of Insurance or Coverage

Medicare and COBRA (continued)

Who pays first, Medicare or my COBRA continuation coverage?

If you or your spouse are age 65 or older and have COBRA continuation coverage, Medicare is the primary payer. If you or a family member have Medicare based on a disability and COBRA continuation coverage, Medicare is the primary payer.

However, if you or a family member have Medicare based on ESRD, COBRA continuation coverage is the primary payer and Medicare is the secondary payer for a 30-month period.

Where should I call if I have questions?

You should call your benefits administrator for questions about COBRA coverage and payments. If you have Medicare questions, you should call the **Medicare Coordination of Benefits Contractor** at 1-800-999-1118. TTY users should call 1-800-318-8782.

Need More Information?

- For more information about how COBRA works for private sector (non-government) employees, you can look at the Department of Labor's (DoL) website at www.dol.gov on the web. Or, you can call 1-866-444-3272.
- For more information about how COBRA works for state and local government employees, you can look at www.cms.hhs.gov/hipaa/hipaa1/cobra on the web. Or, you can call 1-877-267-2323 extension 61565.
- For more information about how COBRA works for Federal government employees, you can look at the Office of Personnel Management's website at www.opm.gov on the web.

Words in red are defined on pages 29–32.

Section 4: Words To Know

4

Claim—A claim is a request for payment for services and benefits you received. Claims are also called bills for all Part A and Part B services billed through Fiscal Intermediaries. “Claim” is the word used for Part B physicians/supplies services billed through the Medicare Carrier.

Coinsurance—The percent of the Medicare-approved amount that you have to pay after you pay the deductible for Part A and/or Part B. In the Original Medicare Plan, the coinsurance payment is a percentage of the approved amount for the service (like 20%).

Conditional Payment—A payment made by Medicare for services for which another payer is responsible.

Consolidated Omnibus Budget Reconciliation Act (COBRA)—A law that may let you keep your employer group health plan coverage for a limited period of time after: the death of your spouse, losing your job, having your working hours reduced, leaving your job voluntarily, or getting a divorce. You usually have to pay both your share and the employer’s share of the premium, plus an administrative fee.

Copayment—In some Medicare health plans, the amount you pay for each medical service, like a doctor’s visit. A copayment is usually a set amount you pay for a service. For example, this could be \$10 or \$20 for a doctor’s visit. Copayments are also used for some hospital outpatient services in the Original Medicare Plan.

Deductible—The amount you must pay for health care before Medicare begins to pay, either for each benefit period for Part A, or each year for Part B. These amounts can change every year.

End-Stage Renal Disease—Permanent kidney failure requiring dialysis or a kidney transplant.

Group Health Plan—A health plan that provides health coverage to employees, former employees, and their families, and is supported by an employer or employee organization.

Guaranteed Issue Rights (also called “Medigap Protections”)—Rights you have in certain situations when insurance companies are required by law to sell or offer you a Medigap policy. In these situations, an insurance company can’t deny you insurance coverage or place conditions on a policy, must cover you for all pre-existing conditions, and can’t charge you more for a policy because of past or present health problems.

Large Group Health Plan—A group health plan that covers employees of either an employer or employee organization that has 100 or more employees.

Liability Insurance—Liability insurance is insurance that protects against claims for negligence or inappropriate action, or inaction, which results in injury to someone or damage to property.

Section 4: Words To Know

Medicare—The Federal health insurance program for: people 65 years of age or older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

Medicare Advantage Plan—A Medicare program that gives you more choices among health plans. Everyone who has Medicare Parts A and B is eligible, except those who have End-Stage Renal Disease (unless certain exceptions apply).

Medicare Coordination of Benefits Contractor—A Medicare contractor who collects and manages information on other types of insurance or coverage that pay before or after Medicare. Some examples of other types of insurance or coverage are: Group Health Coverage, Retiree Coverage, Workers' Compensation, No-fault or Liability insurance, Veterans' benefits, TRICARE, Federal Black Lung Program, and COBRA.

Medicare Managed Care Plan—In most managed care plans, you can only go to doctors, specialists, or hospitals on the plan's list except in an emergency. Plans must cover all Medicare Part A and Part B health care. Some managed care plans cover extra benefits, like extra days in the hospital. In most cases, a type of Medicare Advantage Plan is available in some areas of the country. Your costs may be lower than in the Original Medicare Plan.

Medicare Part A (Hospital Insurance)—Hospital insurance that helps pay for inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care.

Medicare Part B (Medical Insurance)—Medical insurance that helps pay for doctors' services, outpatient hospital care, and many other medical services that aren't covered by Part A.

Medicare Preferred Provider Organization (PPO) Plan—A type of Medicare Advantage Plan in which you use doctors, hospitals, and providers that belong to the network. You can use doctors, hospitals, and providers outside of the network for an additional cost.

Medicare Private Fee-for-Service Plan—A type of Medicare Advantage Plan in which you may go to any Medicare-approved doctor or hospital that accepts the plan's payment. The insurance plan, rather than the Medicare program, decides how much it will pay and what you pay for the services you get. You may pay more for Medicare-covered benefits. You may have extra benefits the Original Medicare Plan doesn't cover.

Medicare Secondary Payer—Any situation where another payer or insurer pays your medical bills before Medicare.

Section 4: Words To Know

Medicare Specialty Plan—A type of Medicare Advantage Plan that provides more focused health care for some people. These plans give you all your Medicare health care as well as more focused care to manage a disease or condition such as congestive heart failure, diabetes, or End-Stage Renal Disease.

Medigap—A Medicare supplement insurance policy sold by private insurance companies to fill “gaps” in Original Medicare Plan coverage. Except in Massachusetts, Minnesota, and Wisconsin, there are ten standardized plans labeled Plan A through Plan J. Medigap policies only work with the Original Medicare Plan.

Multi-Employer Plan—A group health plan that is sponsored jointly by two or more employers or by employers and unions.

No-Fault Insurance—No-fault insurance is insurance that pays for health care services resulting from injury to you or damage to your property regardless of who is at fault for causing the accident.

Original Medicare Plan—A pay-per-service health plan that lets you go to any doctor, hospital, or other health care supplier who accepts Medicare and is accepting new Medicare patients. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share (coinsurance). In some cases you may be charged more than the Medicare-approved amount. The Original Medicare Plan has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance).

Pre-Existing Condition—A health problem you had before the date that a new insurance policy starts.

Premium—The periodic payment to Medicare, an insurance company, or a health care plan for health care coverage.

Primary Payer—An insurance policy, plan, or program that pays first on a claim for medical care. This could be Medicare or other health insurance.

Provider—A hospital, health care professional, or health care facility.

Secondary Payer—An insurance policy, plan, or program that pays second on a claim for medical care. This could be Medicare, Medicaid, or other health insurance depending on the situation.

Section 4: Words To Know

State Health Insurance Assistance Program—A State program that gets money from the Federal Government to give free local health insurance counseling to people with Medicare.

State Insurance Department—A State agency that regulates insurance and can provide information about Medigap policies and any insurance-related problem.

TRICARE—A health care program for active duty and retired uniformed services members and their families.

TRICARE for Life (TFL)—Expanded medical coverage available to Medicare-eligible uniformed services retirees age 65 or older, their eligible family members and survivors, and certain former spouses.

Workers' Compensation—Insurance that employers are required to have to cover employees who get sick or injured on the job.

Section 5: Important Phone Numbers



"I used this section to find out where to call for help."

Section 5: Important Phone Numbers

State Health Insurance Assistance Program – Call for help with:

- choosing a Medicare health plan,
- dealing with Medicare bills,
- dealing with Medicare payment denials or appeals,
- Medicare rights and protections, and
- buying a Medigap policy or long-term care insurance.

State Insurance Department – Call with questions about the Medigap policies sold in your area and any insurance-related problems.

This page has been intentionally left blank. It contains phone number information. For the most recent phone number information, please visit the [Helpful Contacts](#) section of our web site. Thank you.

Section 5: Important Phone Numbers

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Note: The phone numbers listed above and on pages 34–35 were correct at the time of printing. Phone numbers sometimes change. You can find the most up-to-date phone numbers at www.medicare.gov on the web. Select “Helpful Contacts.” Or, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Call the [Medicare Coordination of Benefits Contractor](#) at 1-800-999-1118 with any changes in your insurance, or any questions about who pays first. TTY users should call 1-800-318-8782.

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U.S. DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Centers for Medicare & Medicaid Services
7500 Security Boulevard
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- Call the Medicare Coordination of Benefits Contractor at 1-800-999-1118 with any changes in your insurance, or any questions about who pays first. TTY users should call 1-800-318-8782.
- ¿Necesita usted una copia en español? Llame gratis al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY deberán llamar al 1-877-486-2048.